

## What is VA Telebenefits?

Telebenefits is a program in which Veterans are provided with benefits information and assistance using Video Teleconferencing (VTEL) Equipment. Veterans are able to video chat with an outreach specialist ready to assist with VA benefits related questions and services. Veterans are also able to ask questions about the claim submission process, and request status updates on current pending claims during the Telebenefits session.

Through this initiative, Veterans can expect to travel less and have immediate and efficient benefits assistance.

No need to call, no need to drive to the VA Regional Office – VA Telebenefits brings a Virtual Agent to you!

## How can VA Telebenefits help me?

With Telebenefits you can:

- Discuss claim forms for benefits
- Receive face-to-face claim assistance
- Update address and payment information
- Receive information on VA benefits and services

### **“I’ve never used a computer.”**

That’s OK! With Telebenefits, we are able to do all of the computer actions for you. All you’ll need to do is sit back and let us do the work for you!

## Did you know...

Did you know that you can also check your claim status online? Your claim status is just a click away with eBenefits.

### **Sign up and register today:**

**[www.ebenefits.va.gov](http://www.ebenefits.va.gov)**

### **Toll-Free Assistance:**

**Call: 1-800-827-1000**

### **Visit Us on the Web:**

**[www.va.gov](http://www.va.gov)**



U.S. Department  
of Veterans Affairs

# VA TELEBENEFITS

## Information Sheet



Enter the Room



Talk to a  
VA Representative  
No Computer Skills Required



- Get Assistance -  
Ask Benefits and  
Claims Questions



Get the Service  
You Deserve!



## Mission

Our Veterans have sacrificed to keep our country—and everything it represents—safe. We honor and serve those men and women by fulfilling President Lincoln's promise "to care for him who shall have borne the battle, and for his widow, and his orphan."

We strive to provide Veterans with the world-class benefits and services they have earned, and will adhere to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

**Thank you for your service.  
Now let us serve you.**



Available at:  
**VAMC Iron Mountain**  
to include the following Michigan CBOCs  
of Hancock, Ironwood, Manistique,  
Marquette, Menominee, Sault Ste. Marie

**Schedule a TELEBENEFITS  
appointment today!**  
**906-774-3300**  
**Ext. 34800 or 34802**



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